

2004-2005 SES EVALUATION REPORT

DEMOGRAPHIC DATA

PROVIDER NAME:	A to Z In-Home Tutoring
DISTRICTS SERVED:	Ft. Wayne Com. Schools, East Allen County Schools, MSD Perry Township, Muncie Com. Schools, Gary Com. Schools, School City of Hammond, Southwest School Corp.¹
# OF STUDENTS COMPLETING:	78 (as reported by provider)
GRADES:	K-12
TYPE OF DELIVERY:	Individual Tutoring
DESCRIPTION:	A to Z In-Home Tutoring is based upon individualization. The primary tool used by A to Z instructors is direct instruction in a one-to-one environment. A to Z In-Home Tutoring students benefit in classroom grades, but also attitudes, behavior, attendance, self-esteem, and other factors. Students are interviewed to assess their needs and personality, and then tutors are chosen that best match the characteristics of the student. Tutoring then focuses continually on the needs of the student.
STUDENT/TEACHER RATIO:	1/1

CUSTOMER SATISFACTION

PARENT REPORT

% of parents reporting:	13.7%
Overall score:	3.4 out of 4
Comments:	<p>+: This was a great experience; a success for my children; tutors are patient and knowledgeable</p> <p>-: Tutor quit the program; the first tutor sent to us just didn't show up; however, the second tutor sent was very good.</p>

DISTRICT REPORT

% of districts served reporting:	88% (7/8)
District recommends continuation?:	Y (6 of 8 districts)—see note below N (2 of 8 districts)—see note below
Comments:	+: A to Z was a wonderful organization to partner with; any issues were taken care of immediately; A to Z did a wonderful job and parents were very complimentary; parents were truly happy with the services.

¹ MSD Lawrence Township and Indianapolis Public Schools also reported that students signed up with this provider (2 students). Per the provider, these students either did not complete or did not begin tutoring; thus, they are not included on this document. MSD Perry Township did not complete a district survey.

- : Parents were dissatisfied; tutors did not show up or quit

CUSTOMER SATISFACTION GRADE: B+

SERVICE DELIVERY

PARENT REPORT

% of parents reporting: 13.7%

Overall score: 3.3 out of 4.0

Comments: No comments made

DISTRICT REPORT:

% of districts reporting: 88% (7/8)

Overall score: 89.4% (118/132 possible points)

Comments: +: I was made aware of any questions or concerns immediately; post-test results indicate great student gains; monthly progress reports were provided.

-: Provider indicated they could do ESL services, but an ESL child who applied was not served.

SERVICE DELIVERY GRADE: B+

ACADEMIC EFFECTIVENESS

COMPLETION RATE: 100.00%

% OF STUDENTS MEETING GOALS
(OF THOSE WHO COMPLETED): 69.23%

TYPE OF ASSESSMENT USED BY PROVIDER: SBTS-IL

% OF STUDENTS SHOWING GAINS
(BASED ON 100% SAMPLE REPORTED): 75.64%

AVERAGE GAIN: +7.70

% CHANGE IN PRE/POST ASSESSMENT: +31.30%

% OF STUDENTS WHO ATTENDED
80% OR MORE SESSIONS: 81%

ACADEMIC EFFECTIVENESS GRADE: B

OVERALL GRADE: B+